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## PART B - FEE(S) TRANSMITTAL

Complete and send this form, together with applicable fee(s), to: **Mail****Mail Stop ISSUE FEE  
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CURRENT CORRESPONDENCE ADDRESS (Note: Use Block 1 for any change of address)

32127 7590 02/10/2005

VERIZON CORPORATE SERVICES GROUP INC.  
C/O CHRISTIAN R. ANDERSEN  
600 HIDDEN RIDGE DRIVE  
MAILCODE HQEO3H14  
IRVING, TX 75038

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Christian R. Andersen

(Depositor's name)

(Signature)

May 10, 2005

(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/090,522	03/04/2002	Patrick Peterson	01-4008	6624

TITLE OF INVENTION: SYSTEM AND METHOD FOR ASSESSING A CALL CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$0	\$1400	05/10/2005

EXAMINER	ART UNIT	CLASS-SUBCLASS
AL AUBAIDI, RASHA S	2642	379-265020

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.563).

☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list

(1) the names of up to 3 registered patent attorneys or agents OR, alternatively,

(2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1 Leonard C. Suchtya, Esq.

2 Joel Wall, Esq.

3 Fitzpatrick, Cella et al

## 3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the assignee must be recorded as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Verizon Corporate Services Group Inc.

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

New York, NY

01 FE:1501

1400.00 DA

02 FC:8001

15.00 DA

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☐ Corporation or other private group entity ☐ Government

4a. The following fee(s) are enclosed:

☒ Issue Fee☐ Publication Fee (No small entity discount permitted)☒ Advance Order - # of Copies 5

4b. Payment of Fee(s):

☐ A check in the amount of the fee(s) is enclosed.☐ Payment by credit card. Form PTO-2038 is attached.☒ The Director is hereby authorized by charge the registered fee(s), or credit any overpayment Deposit Account Number 07-2347 (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature

Date May 10, 2005

Typed or printed name Leonard C. Suchtya, Esq.

Registration No. 25,707

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**Intellectual Property Law Group****Verizon Corporate Services Group Inc**

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Trademark Office –  
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Fax: 703-746-4000

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with 2  
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I hereby certify that the below listed documents are being facsimile transmitted to the Patent and Trademark Office, Box Issue Fee, to facsimile number 703-746-4000 on the date shown below:

1 page: Issue Fee Transmittal authorizing a Charge of \$1,400.00 to Account No. 07-2347

Application Number: 10/090,522  
First Inventor: Patrick PETERSON  
Examiner: Rasha S. AL AUBAIDI  
Art Unit: 2642  
Confirmation No.: 6624  
Assignee: Verizon Corporate Services Group Inc.

  
Christian R. Andersen

Date of Transmission: May 10, 2005

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